

Application Pack for  
**Visitor Services Assistant -  
Access**

Closing date: 23/03/2023



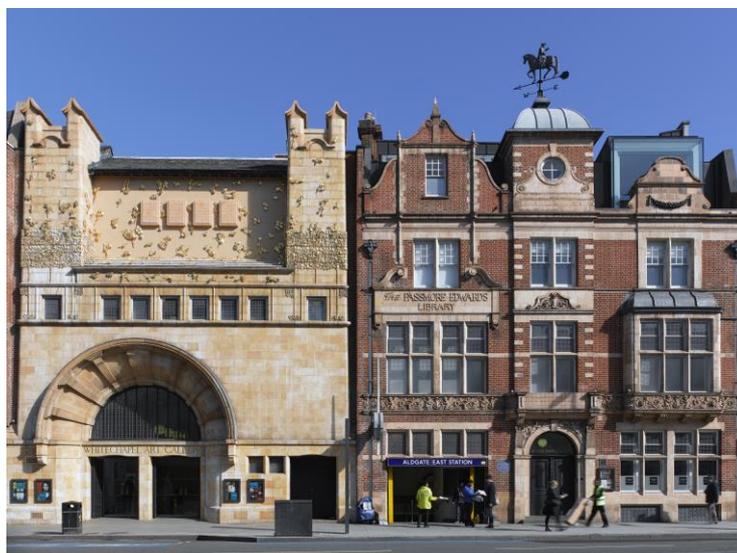
# Whitechapel Gallery

Whitechapel Gallery was founded in 1901 to present “the finest art of the world to the people of the East End, London”. Over one hundred and twenty years later, Whitechapel Gallery is renewing its founding mission under the directorship of Gilane Tawadros, recognising our unique role as a pioneering art institution that sits in the heart of London’s East End and our global, diverse communities. Successive waves of migrants have shaped the distinctive character of the Whitechapel Gallery and its surrounding area. Generations of artists and makers have lived and worked in the area contributing to its creative vibrancy. We are proud to be a contemporary visual arts organisation that is locally embedded and globally connected.

In 1939, **Pablo Picasso**’s iconic painting, *Guernica*, made its first and only visit to Britain, and artist premiers are as diverse as **Barbara Hepworth** (1954) and **Jackson Pollock** (1958), **Helio Oiticica** (1969) and **Gilbert & George** (1971), **Eva Hesse** (1979), **Frida Kahlo** (1982) and **Sonia Boyce** (1988), **Sophie Calle** (2010) and **Zarina Bhimji** (2012), **Emily Jacir** (2015) and **William Kentridge** (2016), **Theaster Gates** (2021) and **Nicole Eisenman** (2023). Influential surveys include *This is Tomorrow* (1956), *Liberty, Equality and Sisterhood* (1978), *From Two Worlds* (1986), *Woven Air* (1988) *Live in Your Head* (2000), *Back to Black* (2005), *Adventures of the Black Square* (2015) and *Electronic Superhighway* (2016).

This is an exciting time to join Whitechapel Gallery as it moves into the next phase of its development. You will be part of a dynamic, dedicated and caring team committed to making contemporary art and ideas accessible to the broadest possible audience, putting artists and ideas at the centre of everything we do.

Whitechapel Gallery is a non-profit educational charity funded by Arts Council England and supported by trusts and foundations, individuals and organisations whose investments enable us to achieve our ambitions.



**Equality, Diversity & Inclusion**

We want our workforce to represent all sections of the community and expect all our workers to firmly commit to working with the Gallery to create an equal, diverse and inclusive workplace. Our ambition is to reflect society and to create a diverse, inclusive and welcoming environment for all to experience art.



## Visitor Services Assistant - Access

### Job description

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### Role

The *Visitor Services Assistant – Access* is part of a busy team providing information and customer service in the Gallery’s buzzing foyer. They hold main responsibility for welcoming visitors to the Gallery, for overseeing in-person and online bookings, and supporting the wider Visitor Services team in delivering exceptional visitor experiences.

This role also supports the Gallery to achieve its accessibility goals; through promoting a culture of accessibility, working with the Access Group, and supporting the Chair of the Access group.

### Accountability

The *Visitor Services Assistant – Access* is part of the Visitor Services Team and is managed by the Head of Visitor Services and Civic Engagement (Head of VS&CE) with support from the Visitor Services Supervisor (VSS). There are also tasks and responsibilities provided by the Chair of the Access group.

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## About you

Essential qualities include:

- Excellent communication and customer care skills.
- Experience of reception, box office or other customer service roles.
- Confidence when engaging with visitors and members of the public.
- Ability to work under pressure and in busy environments.
- High levels of presentation, professionalism and punctuality.
- An engaged positive attitude supporting the Gallery's wider mission.
- Enjoys working in a dynamic team.
- Willing to take direction, and to learn and develop.

Qualities that are desirable for this job role include:

- Previous work in a gallery or arts centre.
- Foreign language, particularly community languages and/or sign language skills.
- Experience of working with diverse audiences.
- Experience of ticketing and database software.
- Experience of website content management systems and/or basic website editing.
- Experience of using a computerised ticketing system.
- Interest in, and knowledge of contemporary visual arts.
- An interest in accessibility in cultural institutions.
- Awareness of Access and Health & Safety issues.
- Awareness of equal opportunities, access issues and the Equality Act 2010.
- ICT skills – including email, Microsoft office, ticketing systems.
- Experience of leading tours.

## Duties and Responsibilities

### Access

- Being a point of contact, for visitors and staff, about the Gallery's access information, commitments and responsibilities.
- Delivering and developing Whitechapel Gallery Audio Description Tours
- Reviewing and expanding other Access programme offerings
- Managing the access email account and responding to visitor enquiries. Being a proactive point of contact for disabled visitors and advocating for their needs within the department.
- Being an advocate for the Gallery's work externally and undertaking research projects as agreed with AAG Chair that contribute towards improving accessibility.
- Attending AAG meetings in-person and support housekeeping for these meetings: printing and circulating agendas and additional materials; taking and circulating meeting minutes; coordinating offsite attendance via Teams or Zoom; other duties as needed agreed with the AAG Chair.
- With other members of the Visitor Services team, making a significant contribution to the Gallery's Access Group and taking forward actions where appropriate. Communicating actions and issues emerging from these meetings to the rest of the team where appropriate.
- Responding to tasks, responsibilities and requests from the Chair of the Access Group, including organizing and attending regular meetings and 1-2-1s with the Chair.
- Maintaining the "Access" page of the website, including making updates as needed and ensuring the information is up to date. Ensuring that "Access information" drop-down panels across exhibition Programmes are up to date and relevant.
- Organise Access Group-related meetings where suitable, including sub-group or issue-specific meetings. For example, a regular meeting with those involved with Audio Description Tours.
- Working with the Visitor Services team to ensure Visitor Services adheres to most recent policies and legislation.
- Delivering and developing seasonal access provision for visitors, including:
  - Devising and delivering Audio Description tours and other Audio Description initiatives.
  - Producing seasonal 'Easy Read' guides and other access resources.
  - Coordinating seasonal production of tactile objects in conjunction with relevant exhibition curators, VS colleagues and AAG Chair.
  - Coordinating online outreach to promote BSL and AD tours.
  - Recording audio versions of season guides and interpretation panels.
  - Producing Large Print guides.

## **Visitor Services**

- Welcoming all visitors, including groups, to the Whitechapel Gallery.
- Dealing with enquiries and giving information about all aspects of the Whitechapel Gallery, including current and forthcoming exhibitions, public and education events and activities, the building and facilities including the bookshop, café & restaurant, development and fundraising schemes and the Gallery's history and mission.
- Being a champion for the Gallery exhibitions, program and broader mission.
- Providing excellent customer care and customer service.
- Developing knowledge and awareness of particular access requirements and pro-actively providing the highest possible standard of service for each visitor.
- Supporting the Visitor Services team in all aspects of day-to-day data systems management.
- Completing the daily cashing up and dealing with any discrepancies in the first instance.
- Promoting the membership scheme and other sponsorship opportunities.
- Asking visitors for donations.
- Selling Whitechapel Gallery Limited Edition art prints: using good knowledge of participating artists and the scheme itself to promote Whitechapel Gallery Limited Editions to visitors
- Servicing the cloakroom – including administering the service, asking for donations, fielding inquiries and sharing information.
- Supporting the Duty Manager with the opening and closing of the building – which means 7:30am and 8:00am starts on occasion, and 7:30pm and 10:30pm finishes on occasion.
- Deputising for Gallery Ambassadors when required, including invigilating Gallery spaces and covering elements of the GA rotation.

## **Front of House and Reception**

- Ensuring the foyer and front desk space is clean and tidy and information material is readily available and attractively displayed.
- Operating an effective reception service, acting as liaison point between Whitechapel Gallery staff and their visitors and managing the telephone switchboard and computerised calendar.
- Monitoring pick - up and delivery of small parcels and documents by couriers and promptly inform relevant departments of all deliveries.

## **Other**

- Adhering to the Whitechapel Gallery's Health & Safety policy and dress code.
- Dealing with any other duties as directed by the Head of VS&VE and VSS.
- Attending training.

## Conditions of Work

- Contract: Permanent
- Hours of work: part-time, 21.75 hours per week  
Tuesday 11:15am-7:30pm, Thursday 7:30am-3:45pm, Friday 7:30am-3:45pm, with one hour for lunch
- Salary: £13,515.45 per annum (£22,525.75 FTE)  
We are committed to paying the London Living Wage, and this is its level from April 2023.
- The period of notice is 2 months in writing on either side
- Probation period: 6 months
- Due to the nature of the job, some evening and weekend work will be required, as well as occasional travel. This will be compensated by time off in lieu.

### **In addition, the benefits you are eligible to receive are, subject to availability:**

- 25 days pro-rata annual leave, plus statutory bank holidays
- Eligibility to participate in the group personal pension scheme, with the Gallery contributing 5% of your gross annual salary
- Discount from the Gallery bookshop (subject to availability)
- Discount from the Townsend Restaurant (subject to availability)
- Discounts on editions (one per edition) and publications (subject to availability)
- Training opportunities
- £200 pro-rata annual travel grant
- Free entry to a range of arts organisations across the UK
- Cycle to Work scheme
- Access to our Employee Assistance Programme